

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : HESSION, Patrick
: McCORMACK, Tony
: HICKEY, James

Serial No. : 10/741,518

Filed : December 19, 2003

For : Methods of monitoring communications sessions in
a contact centre

Examiner : Tieu, Benny Quoc

Art Unit : 2614

RESPONSE TO OFFICE ACTION OF JANUARY 4, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of January 4, 2007, the Applicants make the following amendments and remarks: